

GEOGRAPHIC INFORMATION SYSTEMS MANAGER

GRADE: 24

FLSA: EXEMPT

CHARACTERISTICS OF CLASS:

The Geographic Information System (GIS) Manager performs difficult professional, technical and administrative work creating, developing, managing and administering the City's GIS operations. The incumbent must possess sufficient understanding of the work in order to deal with and resolve unusual and difficult work problems. The work requires outside and inside contacts to carry out the GIS and related programs, including occasional contacts with higher level officials on matters requiring considerable tact, discretion and persuasion. The physical demands of the job are light involving at times considerable stress in completing assignments, meeting deadlines and handling multiple projects concurrently. The work is subject to functional policies and goals under general managerial direction. The incumbent participates with others in program development and service delivery.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Works with the Director of IT and other senior staff to develop GIS priorities.
- Builds and maintains the City's GIS database and creates geographic layers and objects required by users.

- Promptly adds the quarterly updates received from the State of Maryland to the GIS database.
- Exercises considerable accuracy and attention to detail in obtaining data, updating maps, and identifying information on maps.
- Builds and maintains graphic features and database records in a variety of ESRI products including ArcGIS, ArcIMS and numerous other software applications.
- Develops standards for users viewing, updating, and creating GIS databases.
- Develops, organizes and coordinates activities involving GIS with City departments.
- Maintains and administers geodatabases in a SQL Server environment using ArcSDE.
- Administers other SQL server applications as necessary
- Administers a set of ArcIMS web mapping services for both the public Internet and the City's Intranet.
- Manipulates ArcGIS feature data and attributes data and assists departments in the preparation and plotting of maps and plans using ArcView.
- Manages and directs projects and contracts with outside consultants and Montgomery County.
- Trains City employees in the use of ArcView and customized Montgomery County Casual User Software.
- Performs technical work to maintain and operate the GIS network ensuring all servers are running securely and performing optimally and ensuring security and integrity of the databases.
- Works with other IT staffers to create links to the City's Web site, Permitting Software, Police Applications, and other supporting software.
- Investigates complex GIS problems and/or complaints and develops solutions.
- Creates and delivers GIS demonstrations and presentations to Mayor and Council and various other groups.
- Coordinates training with outside trainers and/or trains staff directly.
- Coordinates data sharing and other matters with state, county and other regional users.
- Utilizes GIS technology to improve data sharing among departments.
- Provides top quality customer service with frequent contacts with City staff, officials and the general public.
- Fosters and builds collaborations with other municipalities and counties and attends MCmaps regional consortium local government GIS administrators.
- Monitors backup and restore procedures for file systems and SQL server databases.
- Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to a Bachelor's Degree from an accredited college or university in a GIS program, cartography, geography, computer science or GIS Technology and three years of progressively responsible experience working with GIS systems including expertise and training with ArcInfo, ArcView, and AutoCAD products in a Windows (95/NT) environment and experience linking GIS databases to the web and City's server software applications.

Preferred Knowledge, Skills and Abilities:

- Thorough knowledge of PC hardware and software including Microsoft Windows Client and Windows Server environments
- Thorough knowledge of plotters, and database servers.
- Working knowledge of GPS systems including Trimble equipment.
- Working knowledge of civil engineering, urban planning/design, landscape architecture or related field.
- Knowledge of parcel files and importing and converting external data to GIS databases.
- Knowledge of aerial photography, general topography and zoning.
- Proficiency and skill in Microsoft Office
- Skill in Microsoft SQL, Server and other database engines.
- Skill in database design, creation and maintenance.
- Excellent oral and written communication skills.
- Strong mapping and cartographic skills that include graphic editing and plotting.
- Ability to work independently and with strong interpersonal and team-oriented skills.